

IT Whitesheet

Software Requirements

The Learning Bar (TLB) survey is a web application that does not require the installation of any vendor-specific software or the use of any third-party software such as Adobe Flash, etc.

The survey does require **survey takers** to use a web-enabled browser capable of accessing pages through a secure https connection. Common browsers such as Firefox, Internet Explorer, Safari, and Chrome are supported.

For **survey administrators**, JavaScript must be enabled in order to view some reports. Survey administrators will also require a PDF reader in order to view One-Click and Thematic PDF reports.

The Learning Bar survey site will time-out and ask the user to log back in if nothing is submitted on a page after **15 minutes**. This time-out will affect both survey takers and survey administrators and is in place to ensure that only active sessions are connected to the site.

We recommend that school regions that are using firewalls, filtering secure https content, or applying bandwidth-shaping should white-list the ***.tellthemfromme.com** domain to ensure that the survey site is not being restricted by their network.

Bandwidth Requirements

The Tell Them From Me (TTFM) survey is interactive. Bandwidth requirements are comparable to other web applications where users send and receive several lightweight html transactions per minute. There are no resource intensive elements (e.g., animations, large images, etc.) to the survey.

Schools will be able to have as many students simultaneously access the survey as would normally be able to access other interactive websites from their computer lab.

Using TTFM with Mobile Devices

We recommend that participants complete the survey on a device with at least a 7 inch / 17.78 cm screen. Users of devices with less than the recommended screen area may find that they need to repeatedly zoom in and out to read whole questions, click on navigation buttons, or accurately select a response. Although TTFM is accessible from any web-enabled tablet or phone, the survey is not optimised for display on small-screen devices. In general, if a device has more than a 7 inch / 17.78 cm screen (e.g., any iPad, Google Nexus, Samsung Galaxy, etc.), it should be sufficient for users to comfortably navigate and complete the survey.



Tell Them From Me

Before you Begin

Your child's school is participating in a survey that allows parents to express their views about their perceptions of their children's experiences at home and school. If you have more than one child at the school and your perceptions differ for each child, you may choose to complete the survey more than once to provide feedback on each child's experiences.

Your participation in the survey is anonymous and confidential. When you submit your survey, the responses are recorded on a secure site without personal identifying information. Your answers will be mixed with those of other parents and caregivers from the school. You may skip any questions you do not wish to answer.

I understand and am ready to start:

Begin Survey

Testing your Connection

Prior to students accessing the survey site, we recommend that a member of your region's IT staff performs a simple test to ensure that the survey site is not being restricted. If your region uses different user profiles for admins and students (i.e., different permissions, protocols, etc.), **please ensure that the test is conducted using a student profile rather than an admin profile.**

To test the site:

1. Navigate to nsw.tellthemfromme.com
2. Log in using testing username / password:
 - Username: itconfirm
 - Password: testing
3. Navigate through several survey test pages by submitting answers and clicking the 'Next' button.
4. If pages load, the test is successful. If any issues are encountered, please try white-listing the nsw.tellthemfromme.com domain to ensure unrestricted access.

TLB Network, Data Storage, & Security

TLB's network infrastructure consists of multiple web and database servers. All network components (servers, load balancers, firewalls, etc) are fully redundant to ensure fail-over capability and uninterrupted availability. The network is hosted with one of North America's leading service providers and shares a direct 2TB pipeline to the internet. Historically, TLB network uptime meets or exceeds industry-standard SLAs of >99.9% availability.

All data are stored in physical servers housed in a SAS 70 TYPE II / CICA 5970 certified data center in Toronto, Canada. Physical access is restricted to data center personnel and clients. Remote access to our servers is restricted to TLB's technical staff of software developers and database administrators.

The network is protected from malicious traffic by a pair of dedicated Juniper firewalls. Data is backed up daily to an EMC Storage Area Network. Weekly backups are downloaded and stored offsite.

Our layered security approach uses both hardware and software security points to protect against unauthorised access. Varying levels of access to the administrative and reporting side of the TLB application are granted to assignable, authenticated roles. Survey data is transmitted to our system via the secure and encrypted HTTPS protocol.

TLB Privacy Policy

TLB is committed to ensuring the confidentiality of all data collected and reported in our system. Survey responses are aggregated when reported to the school or region. Individual anonymity is protected by setting a minimum number of responses required in order to report a result for any population (e.g., this threshold is set at a minimum of five participant responses for our student surveys). These aggregation rules ensure that responses can never be traced to a specific individual.

We do not share, sell, rent, or trade personally identifiable information with third party agencies.

We will not use our clients' contact information for any communication other than survey notifications or product offerings related to your school or educational institution.

TLB Training Webinars

TLB provides school staff and administrators with end-user training through Adobe Connect 9.2.2. For Adobe's full list of system requirements and recommendations, please refer here:

<https://helpx.adobe.com/adobe-connect/adobe-connect-9-2-tech-specs.html>

Unsupported Technologies and Known Conflicts

At this time, there are no unsupported technologies or known conflicts.

For technical enquiries please contact support@thelearningbar.com.